

# WESTLIFE

STADIUMS IN THE SUMMER TOUR

ALL THE HITS



## FAQ's - CITY STADIUM, CARDIFF

### TICKETS

#### HOW DO I BOOK TICKETS?

Tickets are available to be purchased through Ticketmaster <https://www.ticketmaster.co.uk> or 0844 844 0444

#### HOW DO I BOOK ACCESSIBILITY TICKETS?

Accessible viewing platform and allocated aisle seating for customers with requirements. Please contact Ticketmaster on 0800 988 4440

#### HOW DO I BOOK VIP NATION HOT TICKETS?

VIP Nation Hot tickets are available to be purchased here: <https://vipnation.eu/westlife>

#### HOW DO I BOOK HOSPITALITY TICKETS?

Hospitality tickets can be purchased through the venue sales@cardiffcityfc.co.uk / 0333 311 1921 or through Ticketmaster <https://www.ticketmaster.co.uk> or 0844 844 0444

#### I HAVE A QUERY REGARDING MY TICKETS, WHO SHOULD I SPEAK TO?

For any questions you may have with regards to your tickets, you'll need to contact your point of purchase and their customer services team will be able to help.

Ticketmaster Customer Services - 0333 321 9999  
VIP Nation customer services number - 0207 009 3484

#### CAN I PURCHASE TICKETS ON THE DAY OF THE CONCERT?

If there is availability, yes, tickets can be purchased on the day of the concert from the box office.

#### CAN I HAVE A REFUND OR EXCHANGE ON MY TICKETS?

We regret that we cannot exchange, refund or transfer tickets unless the event in question has been cancelled or rescheduled. This is part of the purchase policy you agree to when purchasing tickets.

### KEY TIMES

(all subject to change)

#### WHAT TIME WILL THE GATES OPEN?

General admission gates will open at 5:00pm.  
Hospitality gates will open at 4:00pm.

#### WHAT ARE THE SHOW TIMINGS?

We do not share show times as they are subject to change. We expect entertainment to begin at 7:00pm and finish at 10:30pm.

Please note timings are subject to change.

#### WHAT TIME IS THE BOX OFFICE OPEN?

Box office opening time: 3:00pm  
Box office closing time: estimate 9:30pm

Please note timings are subject to change.

### TRAVEL AND PARKING

Cardiff City Stadium, Leckwith Rd, Cardiff, CF11 8AZ

#### TRAVELLING TO CARDIFF CITY STADIUM...

##### BY ROAD:

M4, A4232, Leckwith Road, Cardiff City Stadium.

##### CAR PARKING & ACCESSIBLE CAR PARKING

More information will be available nearer the time.

##### BY BUS:

More information will be available nearer the time.

##### BY TAXI:

More information will be available nearer the time.

##### BY TRAIN:

More information will be available nearer the time.

##### VENUE

##### IS THE CONCERT SEATED?

The pitch and golden circle are standing areas; however, it is seated in the stands.

Please note in the seated areas people may stand around you.

##### IS THE CONCERT OUTDOORS?

Yes. Please ensure you bring clothing appropriate to the expected weather conditions.

##### IF IT RAINS, WILL THE CONCERT STILL GO AHEAD?

Yes, the concert will go ahead in the rain so please come prepared. Concerts are only ever cancelled if the weather conditions make it dangerous.

##### WHAT ARE THE TOILET FACILITIES?

All customers will have easy access to toilet facilities. There will be accessible toilets located at the venue.

##### CAN I BUY OFFICIAL MERCHANDISE?

Yes, if available, official merchandise will be available to purchase within the venue.

##### IS THERE A CASH MACHINE?

There isn't a cash machine on site. The closest is at ASDA on the retail park adjacent. We would suggest bringing sufficient cash.

##### I REQUIRE A BSL INTERPRETER?

If you require a BSL interpreter, please contact [events@cuffeandtaylor.com](mailto:events@cuffeandtaylor.com)

### SECURITY

##### BAG POLICY

Bags larger than an A4 piece of paper are not permitted. All bags are subject to a search so please avoid bringing one where you can as this would speed up your entry to the concert.

##### FOOD AND DRINK

Food and drink are not permitted however there are food and drink concessions within the event.

1 sealed bottled water per person max 500ml is permitted.

1 empty reusable bottle is permitted.

There will be free water re-fill stations at the venue.

If you have a medical condition, then a doctor's note will permit diet-specific food and drink only.

##### CAN I BRING AN UMBRELLA?

Umbrellas are not permitted.

##### CAN I BRING A CAMERA?

Any cameras that are deemed as "Professional" will be confiscated until the end of the concert.  
Allowed:

Non-Professional Recording Equipment (Point & Shoot Cameras, Flip Video Cameras, etc.)

Not Allowed:

Professional Recording (Photo, Video, Audio) Equipment (NO Detachable Zoom Lens, Tripods or Other Commercial Equipment)

##### CHILD POLICY

Children under 5 years old are not permitted into the stadium.

Under 11s not permitted on the pitch and must bring ear protection.

Persons under 14 years of age must be accompanied by an adult aged 18 or over.

No under 16s in Gold Circle standing.

##### TICKET LIMIT

A max of 8 tickets per person applies for seated tickets, and a max of 8 tickets apply for Gold Circle and General Admission Standing tickets. Tickets in excess of this will be cancelled.

Resale only permitted on Ticketmaster.

Tickets purchased by businesses or traders will be cancelled.

##### RE ADMITTANCE POLICY

Once you leave the venue you will not be allowed back in.